

TECHNICAL EXHIBIT 11

DSS TRAINING MODULES

Due to the potential for changes in these areas and site specific needs from start to finish of these studies, this information is not all inclusive and is subject to change.

1. DSS Overview (24 hrs): provides general overall information on the history of DSS, sign-on procedures, how to locate on-line programs (use of the on-line search program), menu structure, function keys, various reports available in DSS (ca-dispatch vs. batch/on-line), aband, common use inquiries and a review of the adjustment transaction history inquiry and document status (doc stat) record inquiry.
2. QBL Overview (24 hrs): provides information on how the quantity by location (QBL) records work. This session includes information regarding location assignment as well as the material release order (MRO) allocation assignment logic. Some of the screens/programs included in this session are QBL display, change QBL header information, QBL detail selection, QBL lot number selection and QBL maintenance.
3. Storage (32 hrs): provides information on putaways (receiving and rewarehousing), picks (mission and rewarehousing), rewarehousing, ad-hoc discrepancies, planographing, loose issue labels as well as applicable maintenance, inquiry and report programs. This session also includes information on any equivalent radio frequency (RF) processes to complete the storage functions.
4. Equipment Support (16 hrs): provides information on building the terminal to printer cross-reference records necessary to generate the DSS documentation. This session also includes information on downloading the various form formats to the printers and restarting printers.
5. ADP Security (24 hrs): provides information on resetting users that "lock" their passwords as well as specific information on the various user groups and the programs within those user groups. These user groups are a critical part of the security systems used in support of DSS operations, which defines access to the various programs.
6. CA-DATAQUERY (8 hrs): provides information on a supporting systems tool that allows various file information/reports to be extracted from the databases. Separate authority/access request must be submitted for this access.
7. CA-DISPATCH (4 hrs): provides information on accessing and printing the various reports that write to this on-line report program. Users as well as their applicable printers will need to be added to this to allow/ensure full use of available options on this supporting system. Separate authority/access request must be submitted for this access.
8. INFO/MAN (8 hrs): provides information on reviewing trouble reports and system changes requests submitted against the various systems for which DLA has correction/maintenance responsibility. Any problems reported that can not be corrected either by the PA or the REO second level support will be entered into this system by the REO and assigned to the appropriate office for correction. Separate authority/access request must be submitted for this access.
9. Truck Control (16 hrs): provides information on truck operations (inbound, internal depot moves and outbound vehicle tracking), switcher (truck driver) processes as well as applicable maintenance, inquiry and report programs.
10. DRMO/DEMIL (8 hrs): provides information on disposal and demilitarization functions to include in-checking, updating and out-checking the workorders, printing the workorders, as well as inquiry and report programs.

11. Inbound Transportation (4 hrs): provides information on processing inbound shipping documentation, warehouse location assignment for inbound loaded vehicles, open receipt control number (RCN) records, preparation of freight discrepancy reports as well as applicable maintenance, inquiry and report programs.

12. Care of Supplies in Storage (COSIS) (20 HRS): provides information on the generation/release of cyclic and schedules inspections, inspection workloading reports and inquiries, reporting ad-hoc discrepancies and the various forms required for these processes. This session includes information on radio frequency (RF) equivalent programs available as well as applicable maintenance, inquiry and report programs.

13. Preservation, Packing, Packaging and Marking (PPP&M) (12 HRS): provides information on scheduling, inchecking and outchecking PPP&M workorders, processing non-accountable work orders, unscheduled workorders as well as the applicable maintenance, inquiry and report programs.

14. Pack/Local Delivery (24 hrs): provides information on pack processes, discrepancy processing, partialling, split picks, freight offer, dimension and weigh processes as well as the applicable maintenance, inquiry and report programs. This session also provides information on building, consolidating, combining and printing local delivery customer manifests as well as applicable maintenance, inquiry and report programs.

15. Small Parcel (24 hrs): provides information on small parcel offer, confirmation, reviewing and printing manifests as well as the applicable maintenance, inquiry and report programs.

16. Recycling Control Point (RCP) (8 hrs): provides information on the MRO validation logic, workload banking as well as the applicable maintenance, inquiry and report programs.

17. Set Assembly (4 hrs): provides information on maintaining and printing set assembly data, releasing acon records, basic issue item information as well as applicable maintenance, inquiry and report programs.

18. Inventory (48 hrs): this session is broken out into three separate areas of inventory counts (30 hrs), denial processing (8 hrs) and location survey (10 hrs).

- Inventory counts provides information on physical inventory research, inventory counts, causative research, book to book reconciliation processes and the applicable maintenance, inquiry and report programs. This session should be attended by anyone planning on attending the denial processing or location survey sessions.
- Denial processing provides information on the actual denial processing program and the inquiries and report programs in support of this function. It is recommended the inventory session be completed prior to attending this session.
- Location survey provides information on requesting, displaying and accepting location survey requests and results as well as inquiry and report programs.

19. Customer Complaints (4 hrs): provides information on creating, updating and closing customer complaints for DLA managed items as well as the various reports available.

20. Item Data (12 hrs): provides information on the item data reports (stock number reinstatement, unit of issue changes, shelf life changes, future unit of issue changes, changes pending, etc), as well as the applicable maintenance, inquiry and report programs.

21. Transportation (32 hrs): provides information on outloading (fixed terminal and RF processes), direct load, freight releases, rating, documentation review, print and reprint, electronic data interchange (EDI), signature tally documentation, repships, advance transportation control

and movement documents (ATCMD) as well as the applicable maintenance, inquiry and report programs.

22. MRO Processing (72 hrs): provides information on MRO cancellations, MRO follow-ups, MRO modifiers, frustrated MROs, processing emergency MROs, transshipments, MRO exception data, MRO addressing, foreign military sales (FMS) MRO/notice of availability (NOA) processes, MRO project codes, MRO violations, late lines report/research and applicable maintenance, inquiry and report programs.

23. Receiving (24hrs)/IFR (8 hrs): this session includes information on completing receipts of the various types of wholesale and retail receipts, location assignment, exclusions, generating receipt control numbers, pre-positioned material receipt due-ins, receipt cancellations as well as the applicable maintenance, inquiry and report programs. If site is operating an on-line CICS connection for issue from receiving (IFR) processing, additional applicable programs will be included in this session.

24. Automated Discrepancy Reporting System (ADRS)/receiving discrepancies (8 hrs): provides Information on creating, updating and closing discrepancies on items processed through receiving as well as applicable inquiry and report programs.

25. Receiving Violations (4 hrs): provides information on selecting and correcting violations on receiving transactions as well as applicable maintenance, inquiry and report programs.

26. Production, Planning and Control (PPC) (24 hrs): this session includes information on establishing, maintaining and monitoring the various records that impact the MRO cycles to include capacity records, backlog reports, pick cycle releases, banking capabilities, extended RDDs and the various maintenance, inquiry and reports programs to support this functional area.

27. Hazardous (24 hrs): this session includes information on the hazardous information available as well as the multiple load and maintain programs to support the various modes of shipment (commercial air, military air, etc). It also includes information on maintaining hazardous kit records and applicable reports and inquiries to support this functional area. This session is recommended after the pack/local delivery session has been completed.

28. MIS (24 hrs): this session includes information on the applicable maintenance programs as well as a walk-through of the various data elements used to provide performance information. Data from DSS is transmitted to MIS.

TRAINING MATRIX

FUNCTIONAL AREA	INST #	CANNOT SCHEDULE WITH	# DAYS	PREREQUISITE
DSS Overview	1	QBL Overview	3	
QBL Overview	1,2	DSS Overview	3	
Storage	2	QBL Overview	4	QBL Overview
Pack/Local Del	3		3	
Small Parcel	4	RCP/Set Assembly	3	
RCP	4	Small Parcel / Set Assembly	1	
Set Assembly	4	Small Parcel/RCP	0.5	
ADP Equipment	5		2	
DATAQUERY	6		1	
Truck Control	7	Inbound Trans /DEMIL/DRMO	2	
DEMIL/DRMO	7	Truck Control /Inbound Trans	1	
Inbound Trans	7	Truck Control /DEMIL/DRMO	0.5	
Inventory (Includes *)	8	QBL Overview	6	QBL Overview
* Counts	8	Inventory /Cust Comp/Item Data	3.75	
* Loc Survey	8	Inventory /Cust Comp/Item Data	1.25	Counts - Mandatory
* Denials	8	Inventory /Cust Comp/Item Data	1	Counts - Mandatory
Customer Comp	8	Inventory / Item Data	0.5	
Item Data	8	Inventory /Cust Comp	1.5	QBL Overview
Transportation	9		4	
ADP Security	10,18	Hazardous/PPC	3	
INFO/MAN	11		1	
User Manuals	12		0.5	
MRO Processing	13		9	
ADRS/REC DISC	14	Rec Violations	1	
Rec Violations	14	ADRS/Rec Disc	0.5	
DISPATCH	15		0.5	
COSIS	16	PPP&M	2.5	QBL Overview
PPP&M	16	COSIS	1.5	QBL Overview
Receiving	17		3	QBL Overview
PPC	18	Hazardous/ADP Security	3	
Hazardous	18	PPC/ADP Security	3	Pack/Local Del
MIS	19		3	

QBL overview is suggested prerequisite since the data in these files is so critical to the other functions. This functional training session will not be limited to two representatives.

Representatives in the denial and/or location survey session should attend counts prior to ensure sufficient background information has been provided.

LAST UPDATE: 6/9/2000

DSS TRAINING SCHEDULE

Day	Functional Area	Group	Hours/Day	Total Hours
1	DSS Overview	1	8	24
1	Equipment Support	2	8	16
1	ADP Security	3	8	24
2	DSS Overview	1	8	24
2	Equipment Support	2	8	16
2	ADP Security	3	8	24
3	DSS Overview	1	8	24
3	DATAQUERY	2	8	8
3	ADP Security	3	8	24
3	Dispatch	4	4	4
4	QBL Overview	1	8	24
4	Truck Control	2	8	16
4	INFO/MAN	3	8	8
4	COSIS	4	8	20
5	QBL Overview	1	8	24
5	Truck Control	2	8	16
5	User Manuals	3	4	4
5	COSIS	4	8	20
6	QBL Overview	1	8	24
6	DEMIL/DRMO	2	8	8
6	MRO Processing	3	8	72
6	COSIS	4	4	20
6	PPP&M	4	4	12
7	Storage	1	8	32
7	Inbound Transportation	2	4	4
7	MRO Processing	3	8	71
7	PPP&M	4	8	12
8	Storage	1	8	32
8	Inventory	2	8	48
8	MRO Processing	3	8	72
8	Receiving	4	8	24
9	Storage	1	8	32
9	Inventory	2	8	48
9	MRO Processing	3	8	72
9	Receiving	4	8	24

Day	Functional Area	Group	Hours/Day	Total Hours
10	Storage	1	8	32
10	Inventory	2	8	48
10	MRO Processing	3	8	72
10	Receiving	4	8	24
11	Pack/Local Delivery	1	8	24
11	Inventory	2	8	48
11	MRO Processing	3	8	72
11	Production, Planning & Control	4	8	24
12	Pack/Local Delivery	1	8	24
12	Inventory	2	8	48
12	MRO Processing	3	8	72
12	Production, Planning & Control	4	8	24
13	Pack/Local Delivery	1	8	24
13	Inventory	2	8	48
13	MRO Processing	3	8	72
13	Production, Planning & Control	4	8	24
14	Small Parcel	1	8	24
14	Customer Complaints	2	4	4
14	Item Data	2	4	12
14	MRO Processing	3	8	72
14	Hazardous	4	8	24
15	Small Parcel	1	8	24
15	Item Data	2	8	12
15	Hazardous	4	8	24
16	Small Parcel	1	8	24
16	Transportation	2	8	32
16	ADRS/Receiving Discrepancy	3	8	8
16	Hazardous	4	8	24
17	Recycling Control Point	1	8	8
17	Transportation	2	8	32
17	Receiving Violations	3	4	4
17	MIS	4	8	24
18	Set Assembly	1	4	4
18	Transportation	2	8	32
18	MIS	4	8	24
19	Transportation	2	8	32
19	MIS	4	8	24